GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3925
ANSWERED ON:21.04.2008
POOR CONNECTIVITY OF TRUMP AND DOLPHIN CONNECTIONS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the MTNL Telephones in Delhi were not functioning properly during the previous month;

(b) if so, the details thereof;

(c) the action taken/being taken by the Government to solve the problem;

(d) the present position of the efficiency of these telephones;

(e) whether the Government has received number of complaints in regard to poor connectivity of Trump and Dolphin connections of MTNL;

(f) if so, the details thereof alongwith the reasons therefor; and

(g) the steps taken/being taken by the Government to provide better services to the subscribers of MTNL?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) to (d) MTNL, Delhi was in the process of expanding its Global System for Mobile Communications (GSM) network by 7,50,000 lines and also upgrading the network to Internet Protocol based new General Network with 3G capability. Due to total transformation of MTNL, Delhi GSM network architecture and large-scale migration activity, there was some deterioration of service between February and mid-March, 2008.

The GSM network in Delhi has since been upgraded and expanded by 750K lines. System is now functioning normally. All efforts have been made to ensure that efficiency parameters are met.

(e) No, Sir.

(f) Does not in view of (e) above.

(g) The following steps are taken to provide better services to the subscribers: # Commissioning of 750K GSM lines in 2007-08. 146 Base Transceiver Stations (BTS) have been added along with the above capacity.

Optimisation of network is done on continuous basis to improve coverage and hence to reduce congestion, call drop etc.

MTNL is providing a lot of Value Added Services for both PSTN and Mobile subscribers like news, songs astrology, e-ticketing, SMS, Voice SMS, Internet, Broadband, Internet Protocol TV etc. in line with the emerging trends.

New tariff plans both in landline and cellular based PCOs are launched to retain PCO holders and attract new PCO franchisees.

MTNL is taking care of its customers by opening Sanchar Haat, Customer Service Centre, appointment of Dealer & Agent and special care of corporate customers.

MTNL is reviewing its tariff for various products and services so as to make them customer friendly and to suit various segments of the society.

Separate call centre for mobile subscribers are functioning for subscribing to the new services as well as complaints redressal.